

Employer Profile

Address: Dundee Pension Centre, 6 Jack Martin Way, Dundee DD4 9FF



Part of the Department
for Work and Pensions

Benefits:

- 22 days annual leave, increasing with length of service (pro rata for part time staff)
- 10.5 days public and privilege holidays per annum (pro rata for part time staff)
- Civil Service pension scheme: Family friendly policies
- Support and development through training and regular discussions with line managers
- Personal development opportunities ie. volunteer working within the community and opportunities to apply to attend the Department's annual Summer School (normally held at Cambridge University)
- On site canteen, plus hot water, fridges, and microwave for staff use
- Childcare Salary Sacrifice voucher scheme
- DWP Staff Discount scheme applying to a wide range of goods and services
- Opportunities for membership of varying Civil Service organisations ranging from Sports and Social Clubs to Healthcare and Motoring
- Visits and information from organisations in areas such as Healthcare or Health and Safety available to staff on site during working hours: Twice yearly visits from the East of Scotland Blood Donor Service

Recruitment Process:

We advertise our vacancies through JobCentres and on-line at

www.civilservice.gov.uk/recruitment

Applications must be made on line.

Candidates must succeed at each stage

before being invited to go on to the next:

Stages 1 and 2 are completed on line, Stage

3 is face to face, and normally takes place in

Dundee.

Stages 1: Application form

Stage 2: On line tests / situational judgement exercises

Stage 3: This stage may include any, all or a mix of (i) competency based interviews (ii) role play (iii) group exercises

What we are looking for:

Personal Skills:

- Effective Communication skills when dealing with customers and colleagues
- Ability to work effectively with others
- Focus on customer needs by providing information and taking action to satisfy customer's requirements
- Plans own work by taking into account deadlines and business needs
- Ability to embrace change
- Enthusiasm and responsibility for self development

Experience:

- No previous experience required in delivery of state benefits or in contact centre work: full training will be provided
- Keyboard skills are desirable

More about us:

- The Pension Service is part of The Department for Work and Pensions (DWP), the largest government department in Whitehall.
- Our aim is to combat poverty and promote security and independence in today's and future pensioners.

Hours of work:

- Dundee Pension Centre provides a service to our customers from 8am to 6pm Monday to Friday
- A variety of full and part time working patterns are available within those hours.

Location:

- Regular bus service
- Free on site parking